



SANTA CLARA SCHOOL
OUT OF SCHOOL HOURS CARE
FAMILY HANDBOOK

Contents

Welcome	1
Our Vision, Philosophy and Goals	2
Parent/Guardian Involvement	3
Our Childcare Program	4
Behaviour and Equipment	6
Centre Management	8
Services We Offer	10
Enrolment	12
Dropping Off and Collecting Children	13
Fees	14
Child Care Subsidy [CCS]	15
Termination of Care, Complaints, and Records	16
Health and Medication	18
First Aid and Safety	20

Safety Drills

Safety drills will be practised to ensure that children and staff are familiar with the procedures, should an emergency occur.

Emergency evacuations and safety drills will be practiced at the Centre at least once a term. Evacuation procedures are displayed for you to view, and our full emergency evacuation policies and procedures can be accessed in our Policy folder.

Sun Protection/Appropriate Clothing

To ensure all children attending the Centre are protected from skin damage caused by harmful ultra-violet rays of the sun:

- Children will be required to wear a hat that protects their face neck and ears whenever outside i.e. legionnaire style or broad brimmed hats. Caps are not permitted.
- SPF 50+ sunscreen will be provided for children and applied at least 20 minutes before going outside.
- Outdoor play will not occur in extreme weather conditions.
- For non-uniform days such as Vacation Care and Pupil Free days children must wear sleeved clothing (no singlets) and enclosed footwear – No thongs or sandals.



First Aid and Safety

First Aid Qualifications

It is a requirement that at least one staff member with a current First Aid and CPR qualification is always on duty at the centre. We do endeavour however to ensure all staff are adequately trained in First Aid.

Qualified First Aiders in the event of minor accidents will only administer First Aid to stabilise the patient until expert assistance arrives.

A fully equipped First Aid Kit is maintained at the Centre.

Occupational Health and Safety

Our Centre is concerned with protecting the health and safety of children and staff at the Centre.

In the interests of Occupational Health and Safety and the well-being of the children, the Centre is a smoke-free zone. This includes all indoor and outdoor play areas and anywhere that is within sight of the children. We request that parents adhere to this.

Staff are vigilant to identify and remove any hazards that may create a risk to children or themselves. All equipment, toys, and play areas are checked regularly to ensure they are clean and safe for children's use.

Accidents

Despite every precaution, accidents may happen at the Centre from time to time. In the case of a minor accident, staff that are qualified in First Aid will attend to the injured child and apply First Aid. Depending on the injuries, you will be contacted at the time of the accident or informed about the incident when you arrive to collect your child.

If a serious accident occurs which requires more than minor first aid treatment you will be contacted immediately or, if you cannot be contacted, your emergency contact person will be phoned. Your child's injuries will be assessed and either an ambulance will be called, or your child will be taken to a local clinic or medical practitioner for treatment. A staff member will accompany your child until you are able to be there. You will be asked to sign an accident report completed by the person in charge at the Centre and be provided with a copy of this report.

Welcome

Welcome to Santa Clara Out of School Hours Care (OSHC).

To assist your child in settling into our service please read the information in this booklet carefully. If you require any further information or seek clarification on anything mentioned please do not hesitate to speak with OSHC staff in centre or by emailing osc@santaclara.wa.edu.au. A copy of our Policy Manual is also available on site if you would like to view it.

Our OSHC Service uses the National Quality Framework and the Early Years Learning Framework as the basis of our programming and operations. Copies of the weekly program are available to view on the in-Centre noticeboard and on our Seesaw page. Once enrolled please speak to staff to have your Seesaw account activated.



Clinton Payne
Principal

Tahlya Perez
OSHC Supervisor

Our Vision, Philosophy and Goals

Vision

Our vision is to provide quality care for all families, children, and educators that enter our service.

Our Philosophy

Santa Clara Out of School Hours Care is committed to providing an inclusive environment where all children can thrive socially, emotionally, and physically. A place where each child's potential is nurtured and developed.

To achieve this, we aim to provide safe, play-based learning experiences that are guided by the needs and interest of all children. Our educators value a freedom of choice and allow child-initiated experiences to become the forefront of our curriculum. We believe that giving children the autonomy to guide their experiences allows them to become confident and involved learners and ensures their individual identity flourishes.

Our Goals

We strive to:

- Provide an environment that is inclusive, respectful, and fun.
- Foster each child's autonomy and development as per the Early Years Learning Framework.
- Develop positive and trusting relationships with all children.
- Create an environment where all children feel comfortable and supported.
- Encourage and support parent feedback and communication.
- Operate a service that reflects the needs of the wider community.

Medication

Wherever possible, medication should be administered by parents/guardians at home. However, we are aware that this is not always feasible. Therefore, to ensure children's safety and welfare, the giving of Medication will be strictly monitored. Parents/Guardians should consider whether the child who requires medication is well enough to be at the Centre and to keep the child home if they are unwell. If medication is to be administered to your child at the OSHC Centre, the following must be observed by Staff;

- A **Medication Form** must be completed and signed.
- The Medication is clearly labelled with the original pharmaceutical label detailing the child's name, required dosage, date of dispensing and the expiry date.
- Self-administration by an enrolled child is not allowed without direct supervision of a staff member
- **Medication and medication form** must be handed to the supervisor or responsible person

You must never leave medication in a child's bag. You must inform the Out of School Hours Care Supervisor or Responsible Person on duty and complete an Authority to give Medication Form. At the end of the day, you must collect the medication from the Centre Staff.

Exclusion

As a protection to all children and staff, the following exclusion policy applies to all children enrolled in the Centre.

Children with infectious diseases will be excluded from the Centre in accordance with the National Health & Medical Research Council exclusion guidelines. A clearance certificate from your child's doctor is required to pronounce the child fit for childcare, before your child can return to the Centre.

If your child is unwell at home, please do not bring him/her to the Centre. The nominated supervisor or responsible person on duty may refuse to accept your child if they are symptomatic of an illness. **In addition, children who have been injured or ill at school and whose parents have been contacted to collect their child will not be permitted into After School Care.**

Health and Medication

Immunisation

Immunisation of children who attend the Centre will help to limit the spread of infection. We encourage parents to immunise their children against all diseases appropriate to the child's age. A record of your child's current immunisation status will be kept at the Centre. Children who are not immunised will be excluded from care during outbreaks of some infectious diseases in accordance with the National Health & Medical Research Council exclusion guidelines, even if the child is well. This is to limit the spread of infection and protect unimmunised children.

Unwell Children at the Centre

In the event your child becomes ill whilst at the Centre, you will be contacted and asked to collect them. Staff will monitor your child closely until someone has arrived to pick them up and will give you an illness report to sight and sign. The OSHC supervisor or Responsible Person on duty has the authority to call an ambulance or doctor if urgent medical attention is required. Every effort will be made to contact you or your nominated emergency contacts as soon as possible.

Hygiene

In group care situations one of the most difficult challenges is controlling the spread of infection. Our Staff model a high level of personal hygiene and place emphasis on the children learning and understanding why hygiene is important. Hand washing is central to this system and children will be introduced to washing their hands before all clean tasks (i.e. Meals) and after all dirty tasks (i.e. after using the toilet). We have hand sanitiser available for children to use, and multiple handwashing sinks within the toilet facilities. All equipment is wiped down and sanitised before and after each session.

Parent/Guardian Involvement

We encourage you to become involved within our service to ensure we are providing care that meets your family's needs. During orientation, we ask that you support us to get to know you and your child better by sharing information such as interests, hobbies, likes, dislikes, and any additional needs that your child may have. This information will help us to plan engaging programs for your child.

At Santa Clara OSHC, we believe that a collaborative environment where educators and parents work hand-in-hand is very important. We welcome and encourage you to have a chat with OSHC educators during pick-up and/or drop-off. We would love to share your child's experiences with you and are more than happy to discuss any ideas, problems, concerns, and feelings that you may have. Your ideas and suggestions will always be greatly appreciated.



Our Childcare Program

Children who attend our service are offered the opportunity to engage in a range of activities that have been carefully planned to reflect the children's interests and developmental needs. Educators are responsible for creating an environment which is responsive to the needs of each individual child and to the group as a whole. Our programs are balanced and include:

- Indoor and outdoor learning experiences
- Opportunities for relaxation and quiet time.
- Individual, small, and large group activities
- Spontaneity and the unexpected.
- Crafting, sports, cooking, construction, role-play and much more.

Children are always encouraged to have input into the program planning. Our programs are child centred and provide opportunities for children to explore a range of materials and resources, whilst also allowing them to pursue their own interests. In addition to the programmed activities, we always have a range of familiar play zones, resources, and activities available for children who do not wish to participate in a programmed experience.

Centre Routines

Our Learning experiences are structured around our daily routines. This predictability helps to ensure children feel safe, comfortable, and supported within the centre, providing a sense of security and belonging.



Our service tailors routines with each child in mind. We monitor children's attendance patterns, the numbers and ages of children in the group, new children entering the group, additional needs, and parent expectations along with the physical environment to guide our routines and make suitable changes when necessary.



Termination of Care, Complaints, and Records

Termination of Care

In extreme circumstances it may be necessary to terminate a child's care. Exclusion of children from the service will only occur after all other avenues of communication and support have been exhausted and when:

- Professional advice confirms a child is in physiological danger as a result of an unusually prolonged inability to settle into care away from the parent.
- A child puts the majority of the children at risk through inappropriate behaviour.
- The parent continually fails to observe Centre hours of operation and/or fails to pay the required fee.

Complaint Procedures

Please let us know if you are unhappy with any aspect of the service that we provide for you and your child.

We welcome all parent feedback including your grievances and complaints, as these will help us to improve the services we provide. All concerns or complaints will be dealt with in a prompt, positive, and sympathetic manner. If a staff member is unsure how to respond to a parent's complaint, they should refer the parent to the services Nominated Supervisor or the School Principal. For further details, please refer to our full policy.

Confidentiality and Records

Records and documentation pertaining to Child Care Subsidy will be kept for the specified period and made available to Department of Education, Employment and Workforce Relations (DEEWR) Officers upon request.

Details of an individual's account and all completed forms are confidential and stored according to the Privacy Act. Families may access their own records but notice to the Nominated Supervisor is required.

National Quality Framework

At OSHC we follow and are guided by the National Quality Framework (NQF). The NQF is a set national standards and regulations in Australia which sets the minimum standards for quality care, education, and safety of children. It is designed to ensure that children have positive learning experiences and receive high-quality care.



Celebrating Cultural Diversity

Our service community is diverse and reflective of a variety of cultural backgrounds. We are always interested in celebrating children's home cultures such as learning about national holidays, listening to music and stories from various cultures, as well as engaging with games, food, and other activities of interest from around the world. We believe this is a fundamental aspect in supporting children to develop a strong sense of identity as well as being connected to their world.

Supervision

The staff to child ratios contained within the National Regulations are strictly adhered to at our service.

- Before School Care 1-13 (1-10 if Kindergarten Child in attendance)
- After School Care 1-13 (1-10 if Kindergarten Child in attendance)

We always have at least two staff members on premises and in addition to the required ratio we frequently roster additional educators to ensure that we can provided the safest environment for all children.

Our supervision plan ensures that staff position themselves where they can always see and hear children in their care. Children are never permitted to play in an area that is not directly supervised.

Behaviour and Equipment

Guiding Children's Behaviour

Learning appropriate behaviour is part of your child's social development. Our educators aim to support children to be responsible for their own behaviour and to develop an understanding of what is appropriate in different situations. Children will be encouraged and supported by staff to settle their conflicts in a peaceful manner.

At Santa Clara OSHC the expectation for positive behaviour is strictly set. The children are encouraged to discuss and set the limits together with educators. Unacceptable or unsafe behaviour is dealt with fairly and consistently in a manner that develops the child's feeling of confidence and self-esteem.

Equipment

Our service offers children access to a wide range of equipment that is suitable for children of all ages, and that helps to support their developmental needs. On a regular basis our equipment is reviewed and added to or replaced as required. In the circumstance that a child is wilfully causing destruction or loss of equipment the service will request that the child's parent replace item.

Personal Items

The service provides a wide range of shared equipment, games, and toys for children to engage with, so we ask you to support our service by ensuring your child leaves personal toys and resources at home. The service unfortunately cannot accept any responsibility for lost or broken items brought in from home. Please make sure that if your child is required to bring in an item for school (e.g. show and tell) that they are reminded that it must remain in their bag while they are at the service.

Children are not permitted to bring mobile phones or electrical devices to OSHC except for their school provided iPad. All other electronic equipment must remain in children's bags or be handed in to educators for safe keeping.

Child Care Subsidy [CCS]

CCS is a payment from the government that supports families with the cost of accessing childcare. Fee reductions are calculated in real time through the service CCMS software. Your fee reduction, if eligible, reduces the amount you pay to the service for the care you have been provided with.

To apply for CCS you are required to have an income test through Centrelink. This can be done by logging into MyGov and following the prompts in the Child Care Subsidy section of the Centrelink portal. You will also need to provide the service with your family's individual CRN numbers as well as your corresponding dates of birth. Our service policy is that full fees will apply and must be paid until you are formerly enrolled for CCS.

Please note that you are also required to inform the Nominated Supervisor if you have children attending another service and are claiming a multiple child percentages.

CCS is paid directly to the Service to reduce fees. For further information, please see the Nominated Supervisor or visit the website www.servicesaustralia.gov.au. You can also call the Family Assistance Office on 13 61 50 or 13 12 02 for multilingual service.

Please note that without a Customer Reference number (CRN) and date of birth for parent and child, the Centre will be unable to pass on your fee reduction.

Allowable Absences and Cancellation of Care

Your child is allowed 42 CCS funded absences. Any absences over this limit will not be funded by CCS and will attract the full fees.

If you cancel your enrolment with our service, you will need to give two weeks notice. CCS may be affected by any absences within this period.



Fees

All families will receive a weekly statement via email. The statement clearly details the session fee's charged, the amount covered by CCS, and the remaining Gap fee payable by the account holder.

Our fees are:

Type of Care	Amount
Before School Care	\$17.00
After School Care	\$30.00
Vacation Care/Pupil Free Days	\$70.00
Vacation Care Incursions/Excursions	\$85.00

We only accept payments made through our direct debit provider PayChoice. Each family will need to set up a Direct Debit payment in their XAP account prior to their child's first booked session.

Fees for enrolled children will be **charged on a weekly basis**.

Gap Fees are still charged for non-attendance.

Before and After School Care Fees are not charged for Pupil Free Days or School Holidays. All Care types are not charged on Public Holidays.

Anyone experiencing difficulties in meeting their fees can speak to the Nominated Supervisor or School Principal to make mutually agreeable arrangements. Failure to do so may result in the cancellation of your child's placement.

Late Payment of Fees

All accounts receive a statement of fees every week if your child has attended or there are any amounts outstanding. An account that is more than \$300 in arrears will receive a telephone call asking for payment and advising the parent that the service may cancel care if a payment plan agreement cannot be reached. An account in arrears of over \$600 will result in the cancellation of your care and may result in our service contacting our debt recovery agency. If you have ceased care we expect any remaining balance outstanding to be repaid within 4 weeks. If the balance is not paid within four weeks we will contact our debt collection agency.



Centre Management

Our Service is managed by the School Principal of Santa Clara Primary School Mr Clinton Payne, operating under the provider approval held by CEWA Limited.

Our Nominated Supervisor Tahlya Perez is in charge of the daily operation of our OSHC Service.

Approved Provider

An Approved Provider is a person or an entity who holds a Provider Approval granted under the Education and Care Services National Regulations 2012 and Education and Care National Law Act. This approval authorises the Approved Provider to operate approved education and care services. Approved Providers were formerly known as licensees of education and care services. Our services Approved Provider is the CEWA Limited.

Nominated Supervisor

The Nominated Supervisor is the person that is responsible for the day-to-day running of the service. The National Law outlines that an Approved Provider must not operate a service without a Nominated Supervisor for that service. In the absence of a Nominated Supervisor, A Certified Supervisor acting in the role of Responsible Person will need to consent to filling the Nominated Supervisors role.

Responsible Person

The National Law Act requires that A Responsible Person must be physically present at the Service at all times. A Responsible Person can be the Approved Provider, Nominated Supervisor, or a Certified Supervisor who has consented to be placed in charge of the Service on a day-to-day basis.

Educational Leader

Every Service must designate an Educational Leader. The role of The Educational Leader is to lead, develop, and implement the curriculum at the service, to mentor staff and oversee their professional development. Our services Educational Leader is Tahlya Perez.

Dropping Off and Collecting Children

Sign In and Sign Out

Our primary concern at Santa Clara Out of School Care is the welfare and safety of your child. We therefore request that you comply with the following requirements:

- When dropping off/collecting a child, parents are required to sign their child in/out.
- Only parents or a person nominated on the enrolment form may pick up/drop off the child. Nominee's can be added at any time by a guardian through the XAP app.
- **No child will be allowed to go with an adult unless they have been nominated in the enrolment or the Centre has been notified in writing by the parent or guardian.**
- Each guardian or nominee must utilise their own kiosk code to sign in and out. XAP will generate a random Kiosk Code for each nominee, if you would like to choose your own code please speak to OSHC staff.

Procedure for Late Collection

There may be occasions when a parent or guardian is running late to collect a child. The parent/guardian should ring the service mobile as soon as possible on 0480 289 389 to advise they will be late to collect the child.

Due to staff considerations, when a parent or guardian is late to collect their child more than once, they will be required to meet with the Nominated Supervisor to discuss the matter. If the situation continues, alternative care arrangements will need to be sought for the child.

If a child has not been collected 20 minutes after closing time and the parents/guardians of the child or other emergency contact person has not been able to be contacted, the Centre will contact Crisis Care and the police to advise them of the situation and consult on what action to take.

The late collection fee is \$2 per minute after 6pm and will be applied automatically in the XAP system. The person collecting will also be required to sign a late sign out form.

Enrolment

Should you wish to enrol your child, you will need to follow our enrolment procedure:

1. Create a XAP account by filling in a short sign-up/wait-list form. This can be found on the school's website under the Out of School Hours Care Tab or <https://www.santaclara.wa.edu.au/out-of-school-care/>.
2. Once you have your new XAP account, you will need to log in and complete the full enrolment form for each of your children.
3. You will need to provide a copy of the following if relevant:
 - a. Immunisation Records
 - b. Court Orders
 - c. Medical Action Plans – If Asthma, Allergies, or other conditions requiring medical management from staff are listed, we require a signed Medical Action Plan from a registered practitioner, and a Risk Minimisation Form must be completed in consultation with the Nominated Supervisor. **Enrolments will not be accepted until this is completed.**
4. When your enrolment is complete, staff will review and approve your child's place in the centre, and you will have access to the booking system.
5. If you are eligible for Childcare Subsidy (CCS) you will need to log into your MyGov account and accept the enrolment with Santa Clara OSHC.

Enrolment information is confidential and access to this information is only available to the Nominated Supervisor, Educators who work in the Centre, and Commonwealth Department Officers. **If any of your details change, e.g. Change of address or phone number, please advise staff immediately and update these in your XAP account.**

Types of Enrolment

Permanent – These enrolments are a guaranteed place on set days for a set period of time. If you wish to cancel a permanent enrolment you must give two weeks' notice for these changes.

Casual- These enrolments are ad hoc, and bookings can be requested through the bookings tab in your XAP account. Casual bookings are not guaranteed and are subject to available space. Cancellation of casual bookings require 7 days' notice.

Services We Offer

Before School Care (BSC)

We open for BSC from 7.00am to 9.00am Monday to Friday during term.

Breakfast is provided during Before School Care from 7am – 8:20am for children who have not eaten at home.

Children attending BSC are signed out and taken to class by an educator between 8:40 and 8:45am. No child will be permitted to leave earlier than this unless attending a school organised event and a guardian has given written consent for the child to attend.

After School Care (ASC)

The Centre is open from 2.45pm to 6.00pm Monday to Friday during term.

Children from Kindergarten and Pre-Primary are collected from their classrooms by Educators at the end of the school day.

Children in Years 1-6 meet an educator at the entrance to the school hall where they will be greeted and signed in. A secondary staff member will be supervising the classroom area to assist any children who may need help transitioning to the hall, or who may be unsure if they are attending.

Afternoon tea is provided during ASC. We release a term menu at the beginning of each term. Menu items are selected in collaboration with the children and take into consideration any dietary needs. The menu is displayed on the noticeboard in the OSHC hall. If you would like a hard copy, please ask OSHC staff.

Vacation Care and Pupil Free Days

We open from 7.30am to 6.00pm Monday to Friday during school holidays, and Pupil Free Days. Bookings for these sessions MUST be booked separately to any regular booking patterns that are set during term.

Please note - The Centre is closed from the last week before Christmas until the closest working day in the New Year. We also close for all Public Holidays, Easter Tuesday, and our Catholic Day.



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